



RMA REQUEST FORM

Company Name:		Telephone:	
Shipping Address:		Fax:	
		E-mail:	
Contact Person:			

Product Return Information

No.	INVOICE NUMBER	ITEM NUMBER	INVOICE DATE	QTY	UNIT PRICE	REASON FOR RETURN

Return Policy and Procedure:

Please email this completed RMA form to joe@greentrendsus.com. Once approved, an RMA # will be emailed to request. This RMA # number must be clearly written on return label, not on the box. If return is warranty/defective, a return label will be emailed with RMA #. If non-defective return, customer is responsible for all shipping cost associated with return. All non-defective returns must be in factory new, sell able condition, with accessories, hardware, mounts and instruction/installation manuals. Returns must be in original box and protective packaging. Fixtures with cut wires, dents, scratches, show signs of installation/alteration or missing original instruction/installation manuals are not eligible for return, exchange, or credit. Returns are subject to a 25% restocking fee. Credit will not be issued for fixtures held over 15 days from invoice date. Please immediately inspect received products. Damaged product claims must be reported within 7 business days from delivery date.

Defective/Warranty:

All defective returned fixtures are tested and when found to be defective, the fixture will be repaired. If fixture is deemed defective and non-repairable it will be replaced with closest equivalent if exact fixture is not available. If fixtures are determined to not be defective after testing, fixture will be returned to customer and they will be responsible for all associated shipping cost.

Customer account must be current for RMA to be processed and submitted by purchaser, not end user.

Customer Signature

FOR OFFICE USE ONLY

Date tested: _____
 Defective: Y or N _____
 Repair or Replace _____
 RMA # _____